



WISCONSIN

**DEPARTMENT OF WORKFORCE DEVELOPMENT**

Division of Economic Support  
Bureau of Welfare Initiatives

TO: **Economic Support Supervisors  
Economic Support Lead Workers  
Training Staff  
FSET Administrative and Provider Agencies  
Child Care Coordinators  
W-2 Agencies**

**BWI OPERATIONS MEMO**

**No.: 99-53**

**File: 2899**

**Date: 07/05/99**

**Non W-2 [X] W-2 [ ] CC [ ]**

**PRIORITY: Medium**

FROM: Stephen M. Dow  
Program Implementation Team  
Policy Analysis and Program Implementation Section

**SUBJECT: UPDATE – FOOD STAMP “FIRST AID KIT”**

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**CROSS REFERENCE:** “Food Stamp First Aid Kit”  
**Food Stamp (FS) Handbook** and **Income Maintenance Manual**

**PURPOSE**

This memo alerts local and state agency staff of the first update release which will be Issued in July.

**BACKGROUND**

In December 1998, the DES Office of Quality Assurance released the “Food Stamp First Aid Kit” to local and state agency staff. The “First Aid Kit” is designed to provide case processing tips for error prone areas in the Food Stamp Program. OQA wants to reiterate that the “FIRST AID KIT” **DOES NOT REPLACE** the **FS Handbook**. For policy clarifications or procedural questions, you **must** consult the **FS Handbook**. The “First Aid Kit” is a quick reference guide for staff to use when processing cases only.

The first update to the Kit will be distributed to local and state agency staff in July. Similar to the **FS Handbook**, it has an instruction page that informs staff which page is to be removed and replaced. This will be the format for all future updates of the Kit.

Again, OQA's objective is to give agency staff a useful tool for effective case management. We welcome any suggestions for changes, additions, or improvements.

The suggestions should be sent to: **Corrective Action Team  
Division of Economic Support  
Office of Quality Assurance  
131 West Wilson Street, Suite 702  
Madison, Wisconsin 53703-3233**